



# Multi-Camera Management Application User Manual

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Windows

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# Introduction

This document explains Multi-Camera Management Application (hereafter referred to as “this software”) settings and operations. Carefully read this document before use to ensure correct use of this software.

## Precautions for Use (Disclaimer)

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### ■ Network Security

The user is responsible for the network security of this product and its use. Take appropriate network security measures to avoid security breaches.

To the full extent permitted by laws and regulations, neither Canon Inc. nor any of its subsidiaries or affiliates shall be liable for any losses, direct, incidental or consequential damages, or liabilities that may be incurred as a result of network security incidents such as unauthorized accesses.

#### <Network Security Recommendations>

- Register a strong administrator password that cannot be easily guessed by a third party.
- Change the HTTP or HTTPS port number of the device.
- Limit access to the device by network devices.

For additional network security recommendations, please refer to the Canon website.

## What Is Possible With the Multi-Camera Management Application

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This software allows you to perform the initial setup and maintenance of Canon devices. Basic configuration required during installation, as well as management and maintenance during operation can be performed efficiently on multiple devices.

## User Manual

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This document is intended to be read on a computer screen.



### ■ Notes

1. Any unauthorized reproduction of this document is prohibited.
2. The contents of this document are subject to change without any prior notice.
3. This document has been prepared with the utmost attention to accuracy. For questions or comments, please contact a Canon sales representative.
4. Canon shall assume no liability for any outcome of using this product, notwithstanding items 2 and 3 above.

### ■ Software Screenshots

The software screenshots samples shown in this document are for illustration only. The screenshots may differ from the actual screens displayed. Descriptions use Windows 10 for sample screens.

## ■ Symbols Used in This Document

Symbol	Meaning
 Important	Cautions and restrictions during operation. Make sure to read these carefully.
 Note	Supplementary descriptions and reference information.

- PTZ (Remote) Camera: Cameras equipped with pan/tilt/zoom functions.
- Video Camera: Cinema cameras or video cameras.

# Operating Environment

For the latest information on this product (user manuals, operating environment, etc.), please refer to the Canon website.

## System Requirements

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### ■ Supported Devices

Check the compatible models listed on the download page of this product. Update the device to the latest firmware.

## Limitations

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- Make sure to exit all other applications before using this software.
- Although communication via HTTP proxy is supported, this feature depends on the environmental variables and network settings of the computer on which it is running.
- HTTP proxy authentication is not supported.
- The computer will not automatically go into sleep or suspend mode while this software is communicating with a camera. It is, however, possible to manually put the computer into sleep or suspend mode during communication.
- When launching this software, sometimes the following message appears: "Do you want to run this file?" Click [Run] to continue launching the software.
- If multiple IPv4 addresses (other than AutoIP) are set on the same computer when using multiple network cards, normal communication may not be possible. If this happens, it is necessary to temporarily switch to a single IPv4 address.
- Check the Canon website for the latest operating environment information when applying a service pack or updating the operating system.

# Installation

- 1 Double-click [MultiCameraManagementApplicationSetup.exe] in the installation package.



MultiCameraM  
anagementAp  
plicationSetup

The installation screen appears.

- 2 Follow the instructions on the screen and when the installation complete window appears, click [Close].

A shortcut will be added to your desktop. Double-click it to start the software.

# Flow of Operations

The basic operation flow of this software is as follows:

## 1. Initial settings

Perform basic configuration required during installation such as device registration on this software and IP address settings.

- Search and register devices on a network (P. 12).
- Set one or multiple device administrator accounts in one go (P. 26).
- Authenticate registered devices (P. 15).
- Set the IP address of one or multiple devices in one go (P. 27).
- Link with a remote camera controller (P. 30).

## 2. Shooting/Streaming

Check and configure details of shooting/streaming video.

- Check camera video from the list display (P. 10).
- Access the remote camera's Settings Page (P. 20) or the Remote Camera Control Application (P. 39) to perform detailed settings.

## 3. Device management and maintenance

Perform management and maintenance for multiple devices in one go.

- Back up or restore setting values (P. 34, P. 35).
- Update the firmware of one or more devices in one go (P. 33).

For details on the device's operation and functions, refer to the respective device's User Manual. Some features and settings described in this document may not be supported depending on the device you are using.



### Important

- Do not disconnect the network cable or power off the device while processing each function. Doing so can cause the device to malfunction.
- Do not perform functions on the same device from multiple PCs running the software at the same time. Doing so can cause the device to malfunction.
- There are functions that may restart the device. The device will be disconnected from the software while it is restarted.



# Launching the Multi-Camera Management Application

Launch the software installed on a PC and begin device configurations. Be sure to connect the device to a network ahead of time.

## Launching

The [Multi-Camera Management Application] icon is displayed on the desktop when this software is installed. Double-click the icon to launch this software and display the main screen.



### Note



To use this software on a computer with an active Windows firewall, it must be registered as an allowed application for communication via the firewall. If not registered, the software may be blocked by the firewall when you attempt to launch it but you can launch the software by clicking [Yes].

## Main Screen

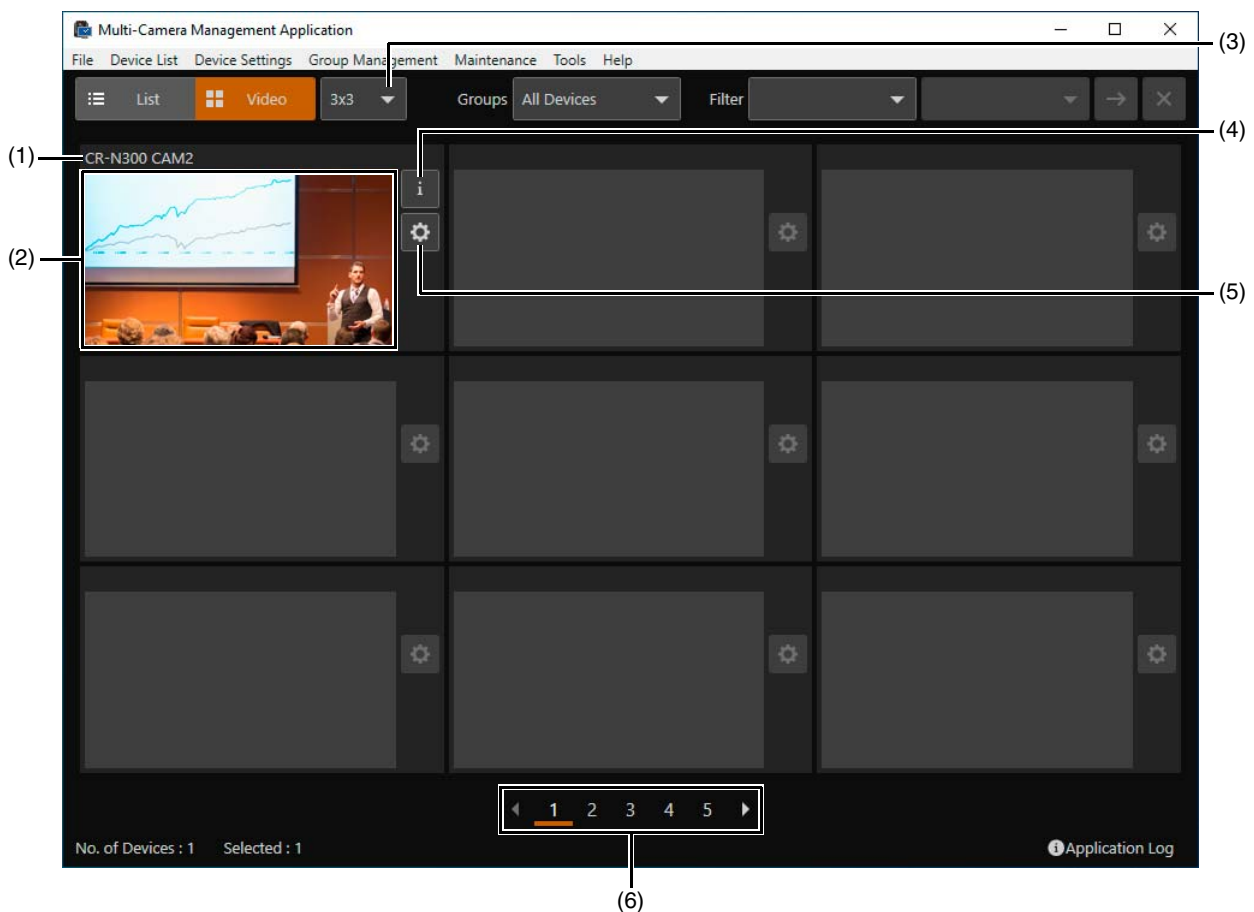
### List Display Screen




The screenshot shows the Multi-Camera Management Application interface. The window title is "Multi-Camera Management Application". The menu bar includes "File", "Device List", "Device Settings", "Group Management", "Maintenance", "Tools", and "Help". The main area displays a table of devices with columns for Device Name, Model Name, Status, IPv4 Address, IPv6 Address, Port No., and MAC Address. The table contains four rows: Camera, Camera2, and two instances of CR-N500, and one instance of RC-IP1000. The status for the cameras is "Connectable", and for the controller, it is "Authentication required". The bottom status bar shows "No. of Devices : 4" and "Selected : 0". An "Application Log" icon is visible in the bottom right corner.

Device Name	Model Name	Status	IPv4 Address	IPv6 Address	Port No.	MAC Address
Camera	CR-N300	Connectable	117.21.81.178	fe80::1a2b3c:1172181178	80	74-38-b7-8e-8a-73
Camera2	CR-N500	Connectable	117.21.82.187	fe80::1a2b3c:1172182187	80	74-38-b7-8e-8a-8a
	CR-N500	Connectable	117.21.81.207	fe80::1a2b3c:1172181207	80	74-38-b7-8e-8a-8a
Controller	RC-IP1000	Authentication required	117.21.84.184	fe80::1a2b3c:1172184184	80	8c-00-80-80-74-73

- (1) **Display switch button**  
Switches the display of the device list between the list display screen and the video display screen.
- (2) **[Groups]**  
Selects the group displayed on the device list (P. 24).
- (3) **[Filter]**  
Allows you to filter devices shown on the device list (P. 18).
- (4) **Device List**  
Shows a list of registered devices. Click a row in the list to select a device. The background of the selected device row is displayed in orange. You can also use range selection (Shift key + click) or multiple selection (Ctrl key + click) to select multiple devices.
- (5) **Status display area**  
The number of registered devices and the number of selected devices are displayed on the left side. The status of functions running in the background is displayed on the right side. Once a running process is completed other functions can be executed.
  - : Displays the application log dialog (P. 38).
  - : Displayed only if there are waiting devices when executing each function on multiple devices at once. Click it to stop the currently running function. A device with a process that has started will continue until completion, and execution is canceled for waiting devices.

## ■ Video Display Screen



- (1) **Device Name**
- (2) **Video display area**  
Displays video of the registered device.
  - : The camera is on standby. Click to turn on the camera.
  - : Not connected to the device. When the button is active, click to connect again.
  - : Displayed when the target device is a controller.

- (3) **Displayed device number selection button**  
Selects the number of devices to display per page. Up to 25 devices (5x5) can be displayed.
- (4) **Settings information button**  
Displays camera settings information (gamma curve, color space, custom picture). The information displayed depends on the model.
- (5) **Settings Page button**  
Opens the remote camera's Settings Page.
- (6) **Page switching buttons**  
Switch to the previous (◀) or next (▶) page. Click a number to move to the corresponding page.

# Registering a Device

Search and register network-connected devices. The registered devices are displayed in the device list in the main screen.

## Note

Up to 200 devices can be registered using this software.

## Auto Detection and Registering

Automatically detect devices in the same network segment as the PC running this software, and register them to the software.

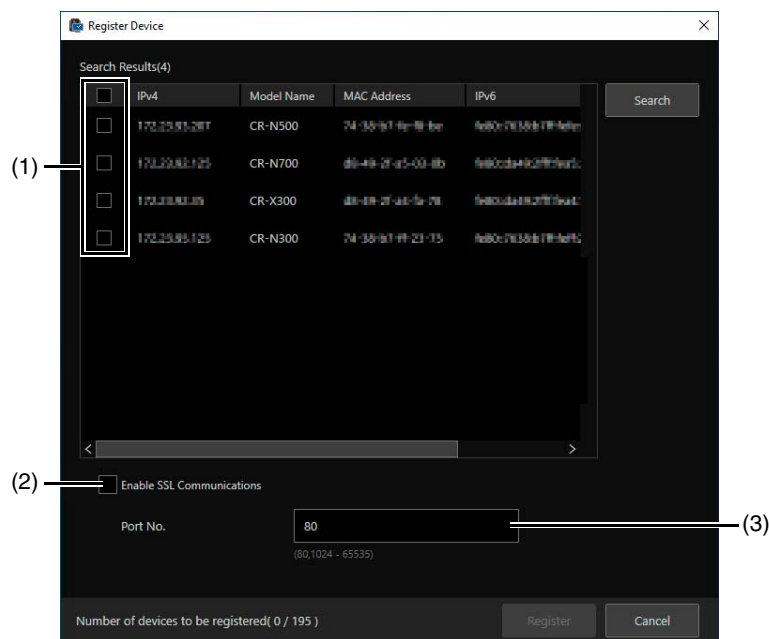
- 1 Click [Device List] > [Register Device] > [Auto Detection].

The [Register Device] dialog appears.

- 2 Click [Search].

A list of devices on the same network is displayed.

- 3 The following items are input on the [Register Device] dialog:



- (1) Selection of devices to be registered

Select devices to be registered.

- (2) [Enable SSL Communications]

Check the [Enable SSL Communications] checkbox to connect to the camera via HTTPS. Cameras to be registered should be configured to allow SSL communication.

- (3) [Port No.]

Specify the port number to use when connecting the device. Default settings are left unchanged in most cases.

## Note

[Number of devices to be registered] displays the number of devices selected for registration and the number of devices that can be newly registered.

#### 4 Click [Register].

The registered device appears in the device list.

## Specifying an IPv4 Address and Registering

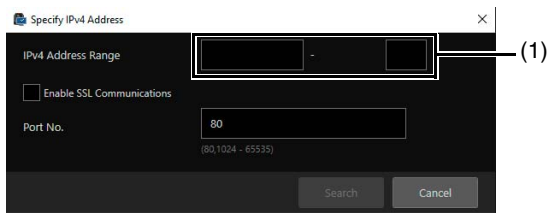
If you know the IPv4 address of the device you want to register, you can register it by specifying the IPv4 address. You can also register devices that are connected to different network segments.

#### 1 Click [Device List] > [Register Device] > [Specify IPv4 Address].

The [Specify IPv4 Address] dialog appears.

#### 2 Input [IPv4 Address Range] and the connection settings (P. 12), then click [Search].

The [Register Device] dialog appears.



#### (1) [IPv4 Address Range]

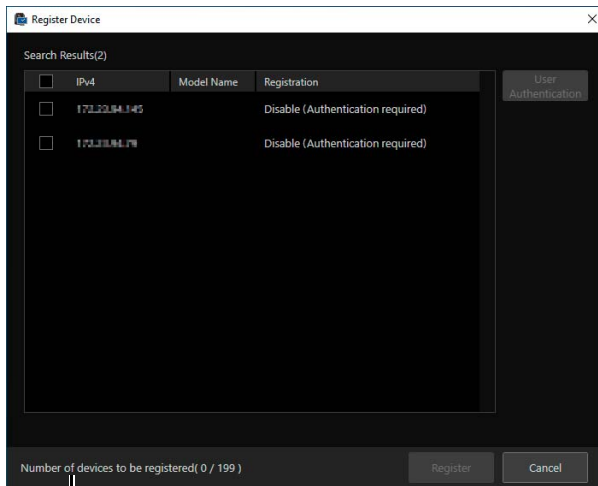
Input the IPv4 address range of devices to be searched. The start address is on the left, and the end address is on the right.

To specify only one IPv4 address, enter the same value on both fields.

#### 3 Authenticate the devices.

Select devices set to [Registration] > [Disable (Authentication required)] from the list of devices to register.

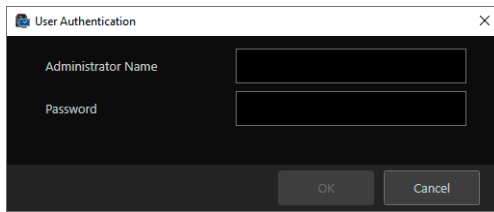
Multiple devices with the same administrator name and password can be selected for batch authentication. The [User Authentication] dialog appears when you click [User Authentication].



#### (1) [Number of devices to be registered] (P. 12)

**4** Input [Administrator Name] and [Password], then click [OK].

The administrator name can contain alphanumeric characters and some symbols (“-” and “\_”). Enter 5 to 15 characters. Input the password (8 to 32 alphanumeric characters and symbols).



**5** Repeat steps 3 and 4 until all devices to be registered are set to [Registration] > [Enable].

**6** Select devices to be registered.

Select devices set to [Registration] > [Enable].

**7** Click [Register].

Devices set to [Registration] > [Enable] are registered and displayed in the device list.

# Authenticating Devices

During device registration, devices that require authentication ([Status]: [Authentication required]) are authenticated with an administrator account (P. 17). Multiple devices with a common administrator name/password (set during administrator account registration) can be authenticated in one go.

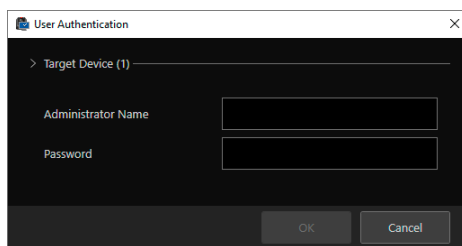
**1** Select the target device from the device list.

**2** Click [Device List] > [User Authentication].

The [User Authentication] dialog appears.

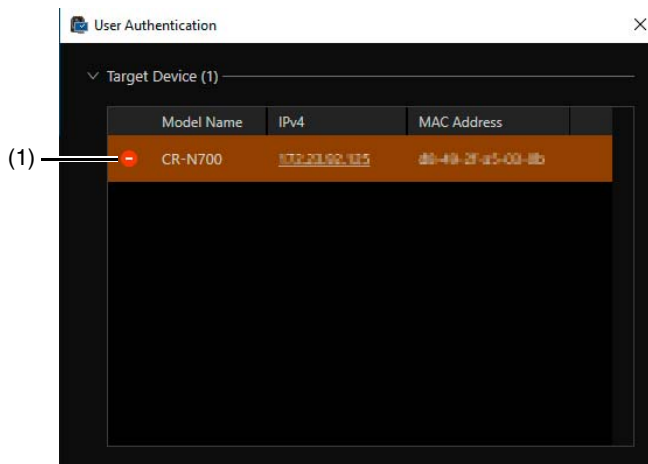
**3** Input [Administrator Name] and [Password].

The administrator name can contain alphanumeric characters and some symbols (“-” and “\_”). Enter 5 to 15 characters. Input the password (8 to 32 alphanumeric characters and symbols).



## Note

Click [Target Device] to display a list of selected devices.



(1) 

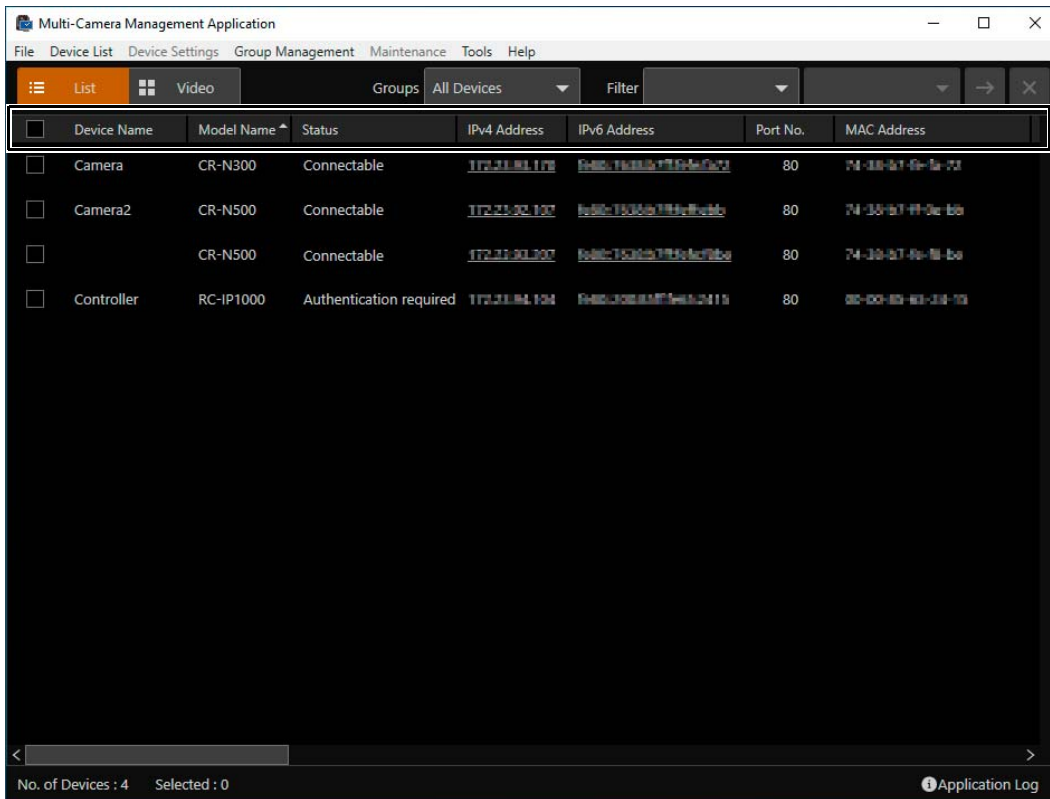
Displayed when you select a device or hover the cursor over it. If clicked, the device is deleted. If the target device is displayed in the list in subsequent operations, you can delete the device in the same manner.

**4** Click [OK].


The device's authentication information is updated (P. 17).

# Displaying the Device List

The device list displays information of devices registered on the software. You can check the status of the devices and select the devices to be operated.



The following items are displayed in the device list:

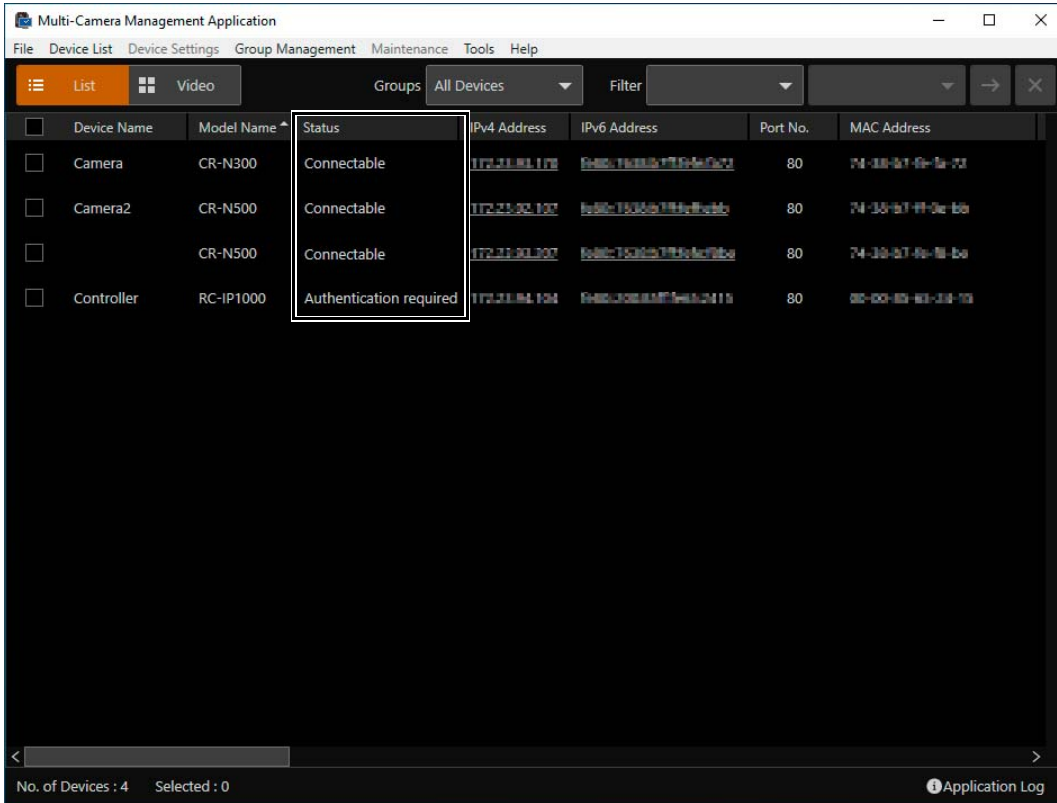
Item	Description
<input type="checkbox"/>	Checked when a device is selected.
Device Category	[PTZ Camera], [Video Camera], [Controller]
Model Name	—
Device Name	The name of devices can be changed (P. 22).
MAC Address	—
Serial Number	—
IPv4 Address	When [Device Category] is set to [PTZ Camera]: Click to open the camera's Settings Page.
IPv6 Address	
AutoIP	
DHCP	[Enable], [Disable]
Port No.	—
Firmware Version	—
Status	Displays the status of the device (P. 17).
Add-On	Click to open the Add-On page of the remote camera's Settings Page.  : The Add-On application does not have a valid license file installed.
Video Record	[●REC], [STBY]
Audio Input	[Enable], [Disable]
Frame Frequency (Hz)	—
Gamma / Color Space	—
Resolution / Framerate (12G-SDI)	—
Resolution / Framerate (3G-SDI)	—





Item	Description
Resolution / Framerate (HDMI)	—
Notes	Double click to enter a text note.

## Checking the Device Status

In the device list, [Status] displays the device's connection status.



Status	Description
Connectable	Successfully connected to the network.
 Connectable	Connected to the network, but an error has occurred. Select the target device, then select [Maintenance] > [Log] > [Error Log] to display the error log dialog, allowing you to check the details of the error. Once checked,  will disappear.
Not connectable	Not connected to the network.
Authentication required	Connected but requires authentication (cannot be authenticated using the set administrator name/password) (P. 15).
Admin Required	Connected, but it is necessary to register an administrator account (P. 26).
Standby	The device is on standby (P. 36).

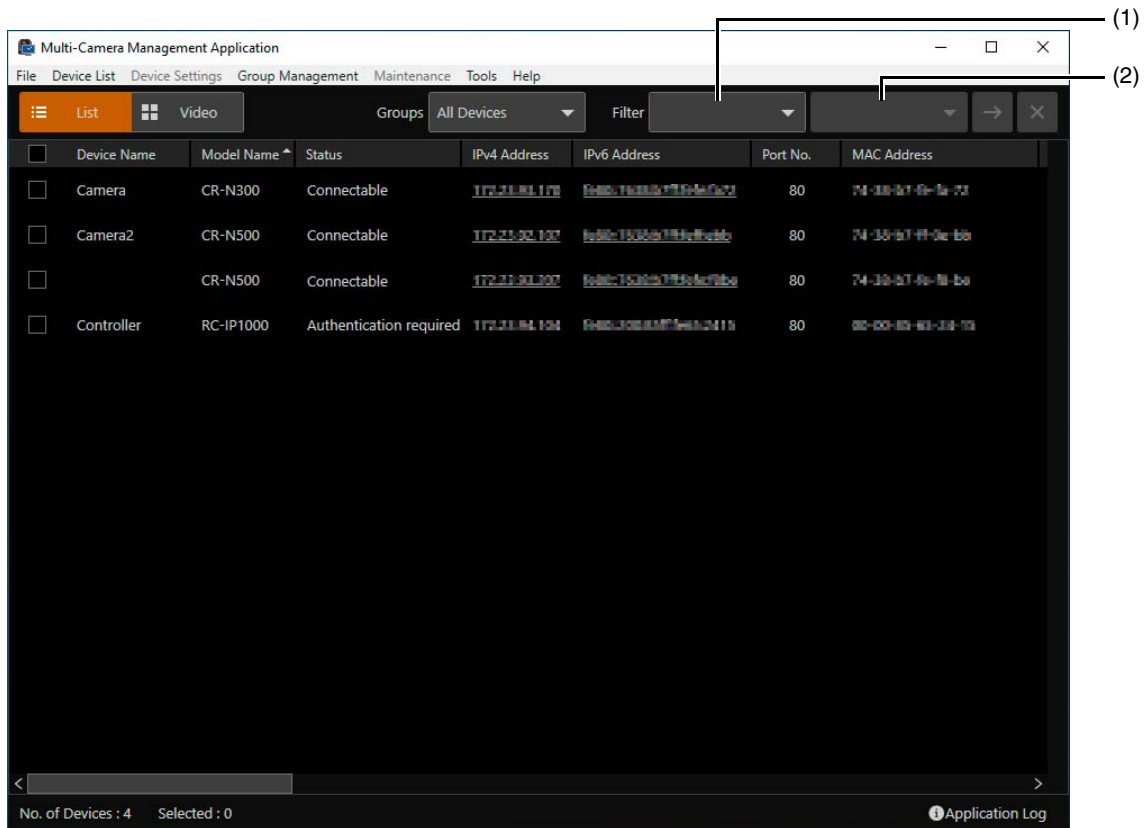
### Note

For detailed error information, please refer to the User Manual of each device.

# Filtering Devices

Filter the target device by specifying the displayed items and values in the device list, such as IPv4 address and device status, as filter criteria.

- 1 Select the items to filter and matching criteria for [Filter].



- (1) Filtering items  
Select the filtering items from a pulldown list.
- (2) Match criteria  
Select the match criteria to narrow down from the conditions specified in the filtering items list.

- 2 Click [→].

The devices narrowed down by the specified filtering item and match criteria are displayed in the list. Click [x] to remove the filter.

The filtering items are as follows:

Item	Selection method for match criteria
Model Name	Pulldown list
Device Category	Pulldown list
Device Name	Text input
IPv4 Address	Text input
DHCP	Pulldown list
Status	Pulldown list
Audio Input	Pulldown list
Notes	Text input
Error	Pulldown list
Frame Frequency	Pulldown list

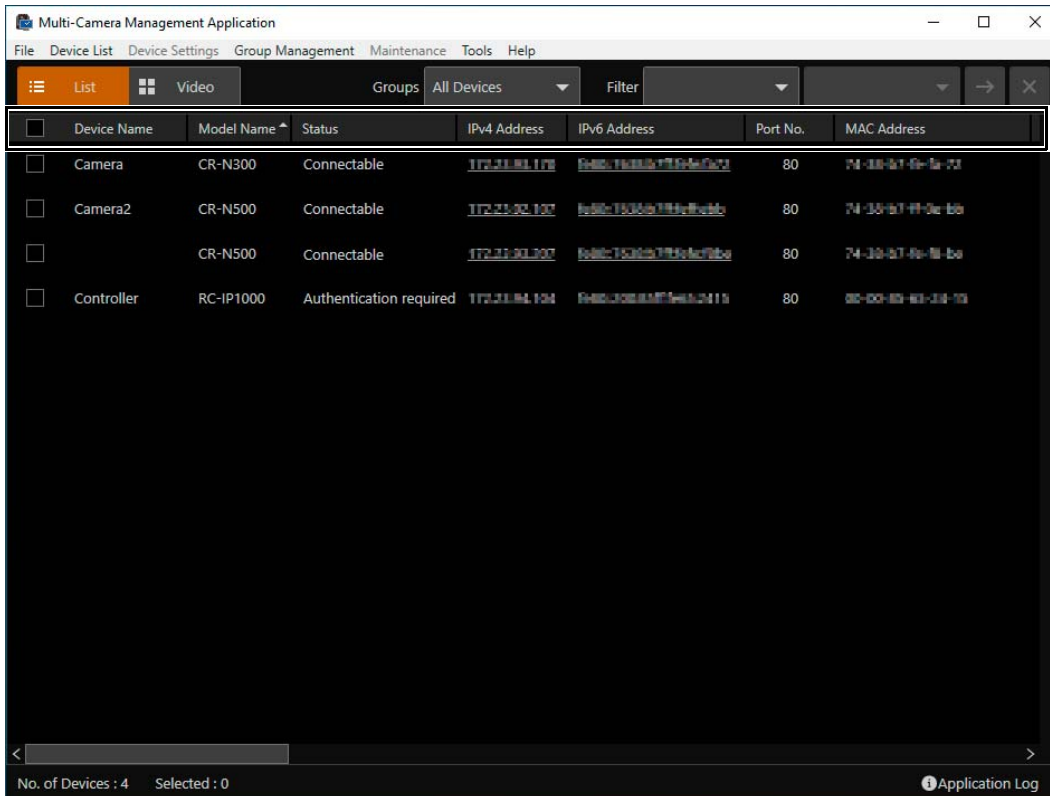
## Note

If the devices are registered in a group, you can also filter them from [Groups] (P. 24).

## Sorting Listed Devices

Each time you click an item in the title row of the device list, the list is sorted in the corresponding ascending or descending order.

You can also change the position of items by dragging the item name and dropping it at the desired position.



The screenshot shows the 'Multi-Camera Management Application' window. The 'Device List' tab is active, displaying a table with the following columns: Device Name, Model Name, Status, IPv4 Address, IPv6 Address, Port No., and MAC Address. The table contains four rows of device information.

<input type="checkbox"/>	Device Name	Model Name	Status	IPv4 Address	IPv6 Address	Port No.	MAC Address
<input type="checkbox"/>	Camera	CR-N300	Connectable	117.211.84.178	fe80::16:36:b7:4e-73	80	74-38-b7-4e-73
<input type="checkbox"/>	Camera2	CR-N500	Connectable	117.211.84.187	fe80::16:36:b7:4e-6b	80	74-38-b7-4e-6b
<input type="checkbox"/>		CR-N500	Connectable	117.211.84.197	fe80::16:36:b7:4e-6a	80	74-38-b7-4e-6a
<input type="checkbox"/>	Controller	RC-IP1000	Authentication required	117.211.84.194	fe80::16:36:b7:4e-2119	80	02-00-00-00-00-00

At the bottom of the window, it shows 'No. of Devices : 4' and 'Selected : 0'. There is also an 'Application Log' icon in the bottom right corner.

## Changing Displayed Items

Change the items displayed in the device list.

- 1 Click [Device List] > [Item Display Settings].

The [Item Display Settings] dialog appears.

- 2 Edit the displayed items.

Check the boxes of items you want to display. In the same way, uncheck the boxes of items you do not want to display.

- 3 Click [Apply].

The items displayed in the device list are changed.

## Context Menu Operation

---

Right-click on any device in the device list to display a context menu that allows you to operate the device. Items that can be operated are as follows:

Item	Description
Update Device Information	Re-obtain the device's settings to update the information shown.
Remove Device	Remove a device from the device list (P. 22).
User Authentication	Device User Authentication (P. 15)
Edit Device Connectivity Information	Edits connectivity information of the device (P. 22).
Check Video	Switches to the device video display screen.
Device Settings	<ul style="list-style-type: none"><li>• Opening the Remote Camera's Settings Page (P. 20)</li><li>• Administrator account / Frame frequency batch setup (P. 26, P. 26)</li><li>• Changing the device's name (P. 22)</li><li>• Automatic IPv4 address setup (P. 27)</li><li>• Saving/copying settings between devices (P. 28, P. 29)</li></ul>
Group Management	<ul style="list-style-type: none"><li>• Adding devices to a group (P. 25)</li><li>• Delete devices from a group (P. 25)</li></ul>
Maintenance	<ul style="list-style-type: none"><li>• Device power supply operation (P. 36)</li><li>• Restarting devices (P. 36)</li><li>• Initializing devices (P. 36)</li><li>• Pan/Tilt initialization (P. 37)</li><li>• Firmware update (P. 33)</li><li>• Backing up settings (P. 34)</li><li>• Restoring settings (P. 35)</li><li>• Checking the log (P. 38)</li></ul>

### Note

Depending on the device [Status] and model, items that cannot be selected are grayed out.

## Opening the Remote Camera's Settings Page

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You can open a remote camera's Settings Page from the menu list.

- 1** Select the target device from the device list.
- 2** Click [Device Settings] > [Open Settings Page].

The remote camera's Settings Page is opened on the web browser.

### Note

You can also open the remote camera's Settings Page from the list display screen (P. 16) or the video display screen (P. 10).

# Exporting/Importing the Software's Settings

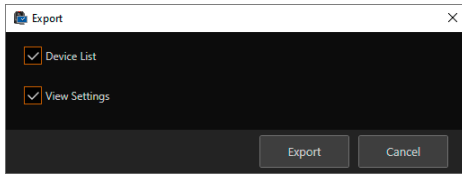
Some of the settings in this software can be exported or imported in json format.

## ■ Exporting Settings

- 1 Click [File] > [Export].

The [Export] dialog appears.

- 2 Select the settings to be exported, then click [Export].



- 3 Select the saving destination folder, then save.

Contents which can be exported are as follows:

Name	Setting details
[Device List]	Necessary information for connecting to a device (such as IP address, account information, and port number) and the software's device information (such as group settings and notes).
[View Settings]	The selection status of displayed items on the device list screen, and layout settings.

## ■ Importing Settings

- 1 Click [File] > [Import].

The file selection screen appears. Select the file with the exported settings.

- 2 Confirm the importing target.

The items included in the imported file are checked.

- 3 Click [Import].

The imported settings are applied.

# Managing Devices

This section explains the procedure when changing the information of registered devices.

## Removing a Device

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Follow the procedure below when removing a registered device from the device list.

- 1** Select the target device from the device list.
- 2** Click [Device List] > [Remove Device].  
The confirmation dialog appears.
- 3** Click [OK].  
The target device is removed from the device list.

## Changing a Device's Name

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Change the name of a registered device.

- 1** Select the target device from the device list.
- 2** Click [Device Settings] > [Device Name Settings].  
The [Device Name Settings] dialog appears.
- 3** Input the device name.
- 4** Click [Apply].  
The name of the target device is changed.

## Editing a Device's Connection Information

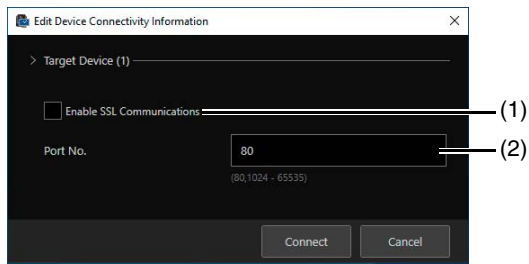
---

You can change the usage of SSL communications for device connection and port number settings. This can be changed on multiple devices in one go.

- 1** Select the target device from the device list.
- 2** Click [Device List] > [Edit Device Connectivity Information].  
The [Edit Device Connectivity Information] dialog appears.

### 3 Input the following items.

For details on the input items, refer to step 3 of “Registering a Device” (P. 12).



(1) [Enable SSL Communications]

(2) [Port No.]

### 4 Click [Connect].

The device's connection information is updated.

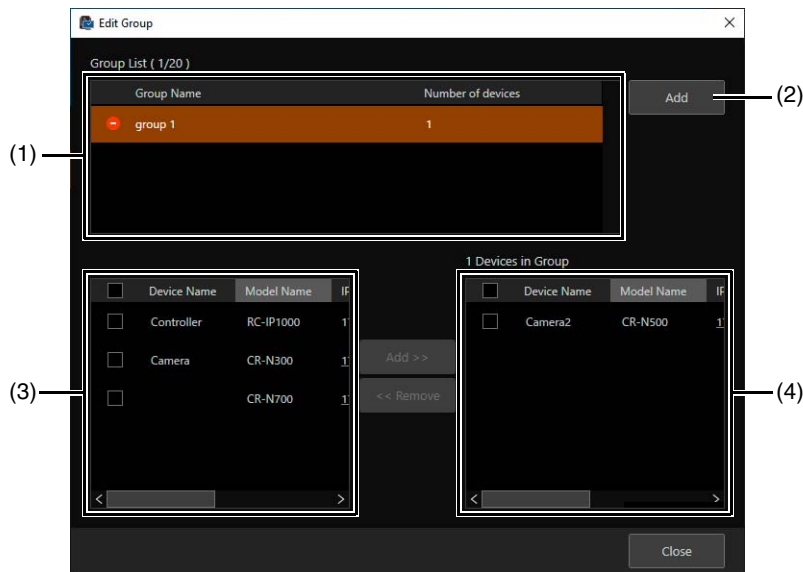
# Managing a Device Group

You can register multiple devices in a group and manage them. By filtering by group name in the device list, you can easily find devices even when many devices are registered. A maximum of 20 groups can be registered.

## Creating/Editing Groups

- 1 Click [Group Management] > [Edit Group].

The [Edit Group] dialog appears.



- (1) [Group List]  
Displays a list of currently set groups. You can double click a group name to edit it.
- (2) [Add]  
Creates a new group.
- (3) List of devices not registered in a group.  
Shows a list of devices that are not registered in a group.
- (4) [Devices in Group]  
Shows a list of devices registered in the group.

- 2 Select the group to be edited.

When creating a new group, click [Add] to add a new group in the [Group List]. If you select a group to be edited from [Group List], the registered devices are displayed in [Devices in Group].

- 3 Edit devices in the group.


Adding devices: From the list of devices not registered in a group, select the device to be added and click [Add >>].

Removing devices: Select the device to be removed from [Devices in Group] and click [<< Remove].

- 4 Click [Close].

Group information is registered.

### Note

 is displayed if you select a group from [Group List] or hover the cursor over it. If clicked, the group is removed.



## Adding/Removing Devices from a Group in the Device List

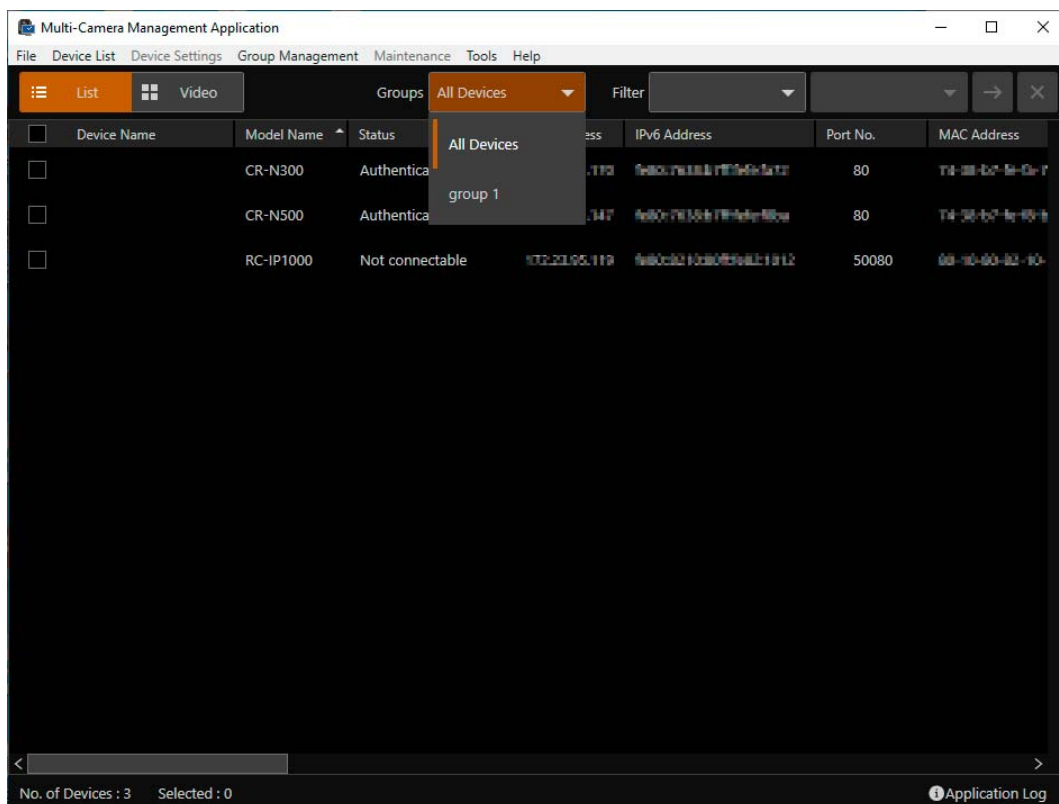
From the device list, you can add or remove devices to groups that are already registered.

### ■ Adding Devices to a Group

- 1 Select the target device from the device list.
- 2 Select [Group Management] > [Add To Group] > a group name.

### ■ Removing Devices from a Group

- 1 Apply a group filter to display devices of the target group.



- 2 Select the target device from the device list.
- 3 Click [Group Management] > [Delete From Group].  
The confirmation dialog appears.
- 4 Click [OK].

# Performing Initial Settings on Multiple Devices

Set initialization information (administrator account information, frame frequency, IPv4 network settings) for one or multiple devices in one go.

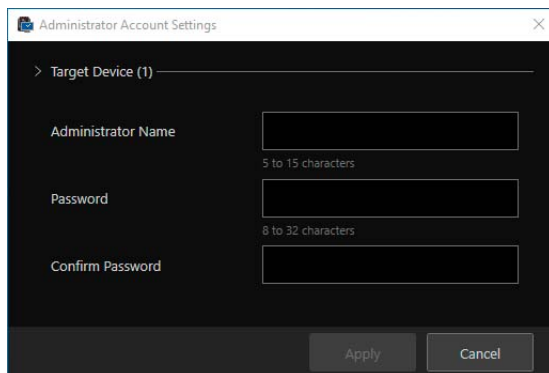
## Setting Administrator Accounts in One Go

- 1 Select the target devices from the device list.
- 2 Click [Device Settings] > [Batch Setup] > [Administrator Account].

The [Administrator Account Settings] dialog appears.

- 3 Input [Administrator Name] and [Password], then click [Apply].

The confirmation dialog appears. The administrator name can contain alphanumeric characters and some symbols (“-” and “\_”). Enter a name between 5 and 15 characters. Enter a password between 8 to 32 alphanumeric characters. Use at least two character types from letters, numbers and symbols.



The image shows a dialog box titled "Administrator Account Settings". It has a dark background with white text. At the top, it says "> Target Device (1)". Below that, there are three input fields: "Administrator Name" with a note "5 to 15 characters", "Password" with a note "8 to 32 characters", and "Confirm Password". At the bottom, there are two buttons: "Apply" and "Cancel".

- 4 Click [OK].

The settings are applied to the devices, and the devices are restarted. You can check the progress or interrupt the process in the status display area (P. 10).

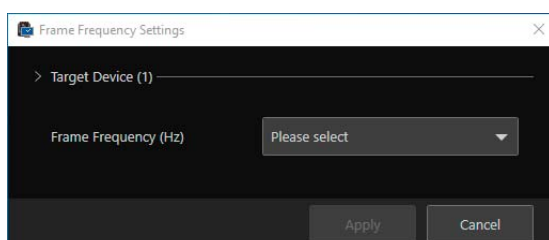
## Setting the Frame Frequency in One Go

- 1 Select the target devices from the device list.
- 2 Click [Device Settings] > [Batch Setup] > [Frame Frequency].

The [Frame Frequency Settings] dialog is displayed.

- 3 Select the [Frame Frequency (Hz)], then click [Apply].

The confirmation dialog appears.



The image shows a dialog box titled "Frame Frequency Settings". It has a dark background with white text. At the top, it says "> Target Device (1)". Below that, there is a dropdown menu labeled "Frame Frequency (Hz)" with the text "Please select" and a downward arrow. At the bottom, there are two buttons: "Apply" and "Cancel".

#### 4 Click [OK].

The settings are applied to the devices, and the devices are restarted. You can check the progress or interrupt the process in the status display area (P. 10).

## Setting the IPv4 Address in One Go

You can automatically set the IPv4 address for devices without an assigned one (devices connected via IPv6 link-local addresses or AutoIP). You can also rewrite IPv4 addresses for devices that already have an assigned IPv4 address.

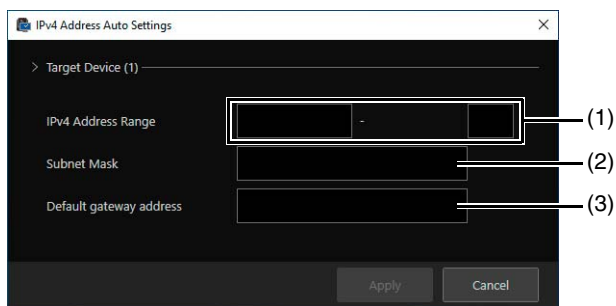
#### 1 Select the target devices from the device list.

#### 2 Click [Device Settings] > [IPv4 Address Auto Settings].

The [IPv4 Address Auto Settings] dialog appears.

#### 3 Input [IPv4 Address Range], [Subnet Mask] and [Default gateway address], then click [Apply].

The confirmation dialog appears.



#### (1) [IPv4 Address Range]

Specify a range for IPv4 addresses to be set for a device. When multiple devices are selected, the address is set by adding one to the lowest value in the specified IPv4 address range. IPv4 addresses already in use are skipped.

#### (2) [Subnet Mask]

Input the subnet mask value specified for each network.

#### (3) [Default gateway address]

Input [Default gateway address] and [IPv4 Address Range] so that they are within the same subnet.

#### 4 Click [OK].

Settings are applied to the device. You can check the progress or interrupt the process in the status display area (P. 10).

## Saving Setting Values of Multiple Devices to a File

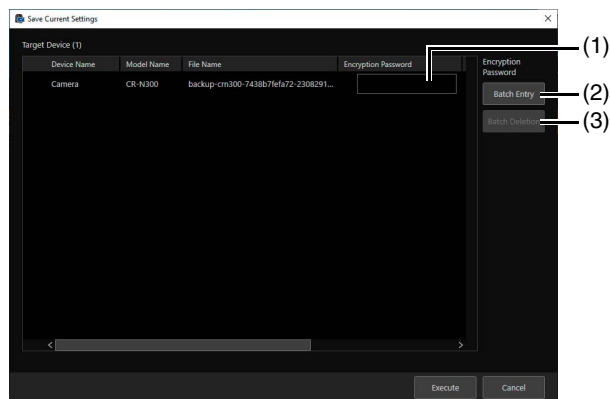
Save setting values of one or more devices to a file. Useful when copying saved setting values to another device. All setting values except for date and time are saved to the file.

- 1 Select the target devices from the device list.
- 2 Click [Device Settings] > [Copy Current Settings Between Devices] > [Save Current Settings].

The [Save Current Settings] dialog appears.

- 3 Confirm the target devices for settings saving.

You can set an encryption password if required. Use at least two character types from letters, numbers and symbols for the encryption password. Input between 8 and 32 characters. This password is used to encrypt the settings data itself. When copying settings from encrypted settings data, the password set here is required.



- (1) [Encryption Password]  
Set an encryption password for each device.
  - (2) [Batch Entry]  
Set the same encryption password for all devices listed.
  - (3) [Batch Deletion]  
Deletes multiple encryption passwords in one go.
- 4 Click [Execute].
  - 5 Select the saving destination folder, then save.  
The process starts. You can check the progress or interrupt the process in the status display area (P. 10).

## Copying Setting Values to Multiple Devices

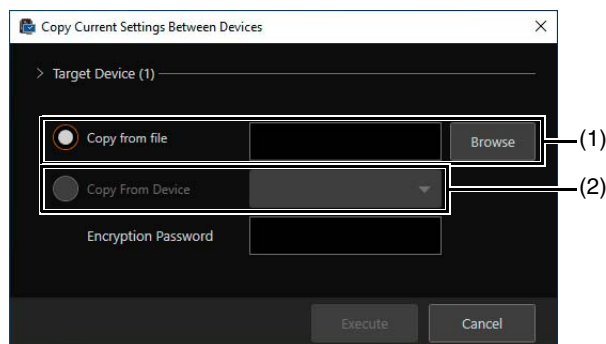
You can copy setting values between devices. You can choose either settings saved to a file (P. 28) or settings of a device as the copying source. You can select multiple devices as the copying destination and copy the setting values in one go. The setting values of the copying destination will be overwritten. Network settings and management information is not copied. The following items are not copied:

- Network settings
- NTP server
- HTTP server
- Host access restrictions
- Time zone
- Certificates
- SSL/TLS
- Administrator name
- Administrator password
- User name of registered users
- Password of registered users

### Important

- Files from which the setting values can be copied are the files saved with [Save Current Settings] (P. 28) on this software. Setting values cannot be copied from files that have been edited or altered.
- The device is restarted and will be disconnected during the process.

- 1** Select the target devices from the device list.
- 2** Click [Device Settings] > [Copy Current Settings Between Devices] > [Copy Current Settings].  
The [Copy Current Settings Between Devices] dialog appears.
- 3** If multiple models are selected, select the target model.
- 4** Select the copy source for setting values.



- (1) [Copy from file]**  
Click [Browse] and specify the file to copy setting values from. Input the encryption password set when the file was saved.
  - (2) [Copy From Device]**  
Select a listed device to copy setting values from.
- 5** Click [Execute].  
The process starts. You can check the progress or interrupt the process in the status display area (P. 10).

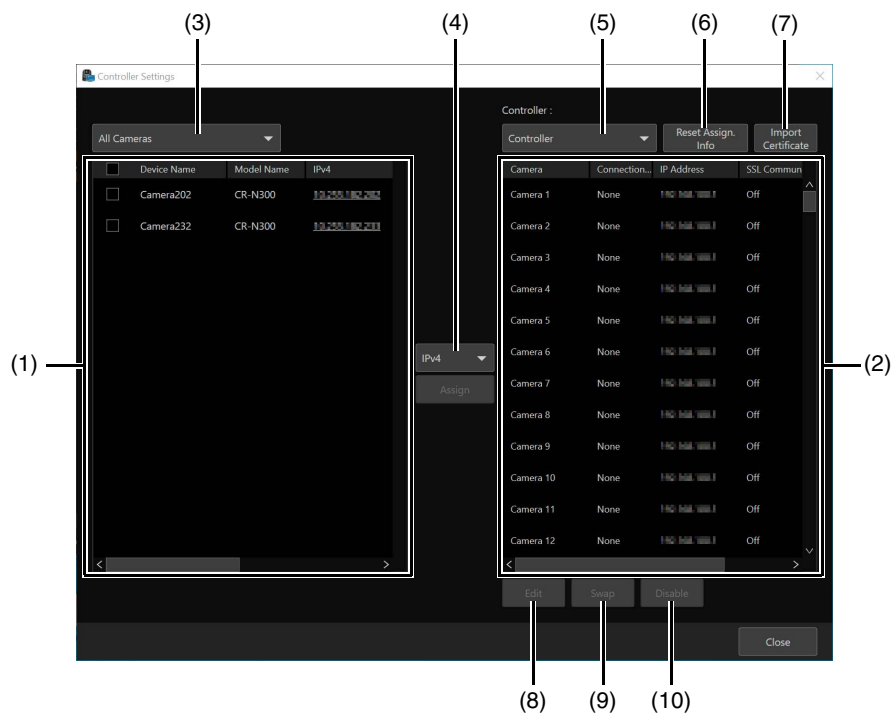
# Linking with Remote Camera Controller RC-IP1000

Edit cameras registered on the Remote Camera Controller RC-IP1000 (hereafter referred to as “RC-IP1000”), or import certificates to the RC-IP1000. For details on how to connect the RC-IP000 to this software, refer to the controller’s instruction manual.

If you select [Tools] > [Controller Settings] from the device list when an authenticated controller is registered, the [Controller Settings] dialog is displayed.

## Editing Cameras Registered on the RC-IP1000

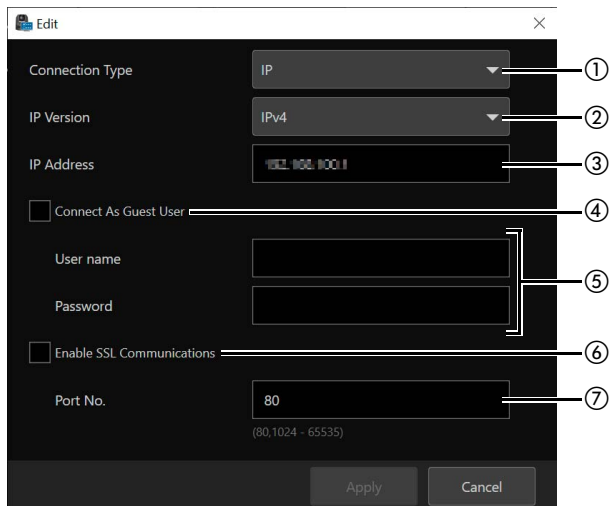
You can add, delete and swap cameras registered on the RC-IP1000, as well as editing connection information.



- (1) List of cameras registered on this software
- (2) List of cameras registered on the controller
- (3) Group  
Filter the list of cameras registered in the software by group (P. 24).
- (4) [Assign]  
Select the connection type for the controller and the camera from the pulldown list. If you click [Assign], the selected camera is registered to the selected camera number on the controller. Information already registered in the assignment destination is overwritten.
- (5) [Controller]  
Select the controller with the registered camera information to be edited.
- (6) [Reset Assign. Info]  
All cameras registered on the controller are deleted and reset to factory settings.
- (7) [Import Certificate]  
Import certificates required for SSL connection to the controller (P. 32).

(8) [Edit]

Edits the registered camera information. While the camera is selected, it can also be opened from the context menu.



① [Connection Type]

Select the connection type (protocol) for the selected camera. If set to [Serial] or [None], settings ② to ⑦ are not necessary.

[IP]: IP connection (XC Protocol)

[Serial]: Serial connection (NU Protocol). Only available for Camera 1 to Camera 5.

[None]: No communication between the camera and the controller.

② [IP Version]

Choose an IP address type from [IPv4] and [IPv6].

③ [IP Address]

Input an IP address according to [IP Version].

④ [Connect As Guest User]

Select this checkbox to skip entering the user name and password. On the camera's Settings Page, granting camera control and video distribution privileges to guest users is recommended.

⑤ [User name], [Password]

Enter the user name/password for the camera administrator or registered user. To add a camera as a registered user, it is recommended to grant the registered user camera control and video distribution privileges on the camera's Settings Page.

⑥ [Enable SSL Communications]

Check this box to connect to the camera via HTTPS. Configure settings to enable SSL communication by the camera to be registered.

⑦ [Port No.]

Enter the camera port number.

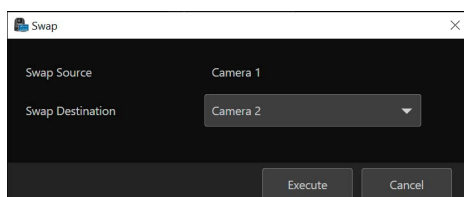


Note

Configure camera settings such as user privileges on the Camera Settings Page. For further details, see the camera User Manual.

(9) [Swap]

Swap cameras registered on the controller. The camera selected when [Swap] is clicked in (2) will be the swap source. While the camera is selected, it can also be opened from the context menu.



(10) [Disable]

Changes the selected camera's connection type to [None]. Can also be set with the same procedure from the context menu.

 Note

You can select multiple cameras and use the [Assign] function. In that case, allocation is done in order from the selected camera number.

## Importing Certificates to the RC-IP1000

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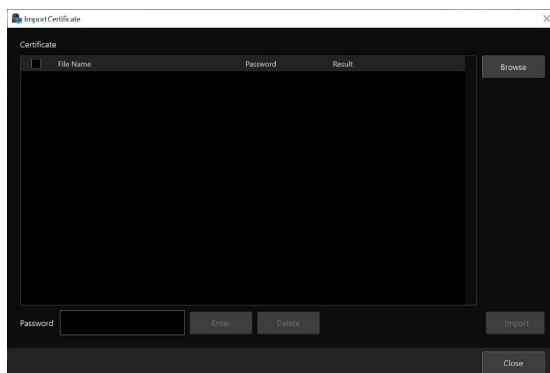
Import to the controller certificates required for SSL connection with the camera. The maximum number of certificates that can be imported at once is 10.

**1** Click [Import Certificate].

The [Import Certificate] dialog appears.

**2** Click [Browse] to load the certificate file to be imported.

The loaded certificate files are displayed in a list.



**3** Select the certificate file.

Select the file to be imported from the list.

**4** Input the certificate file's password.

Input the password in the text box, then click [Enter].

**5** Click [Import].

Importing is executed, and either [Successful] or [Failed] is displayed under [Result].



# Performing Maintenance on Multiple Devices

From this software, it is possible to perform maintenance operations on multiple devices such as firmware updating, backing up and restoring settings or initializing devices.

## Updating the Device's Firmware

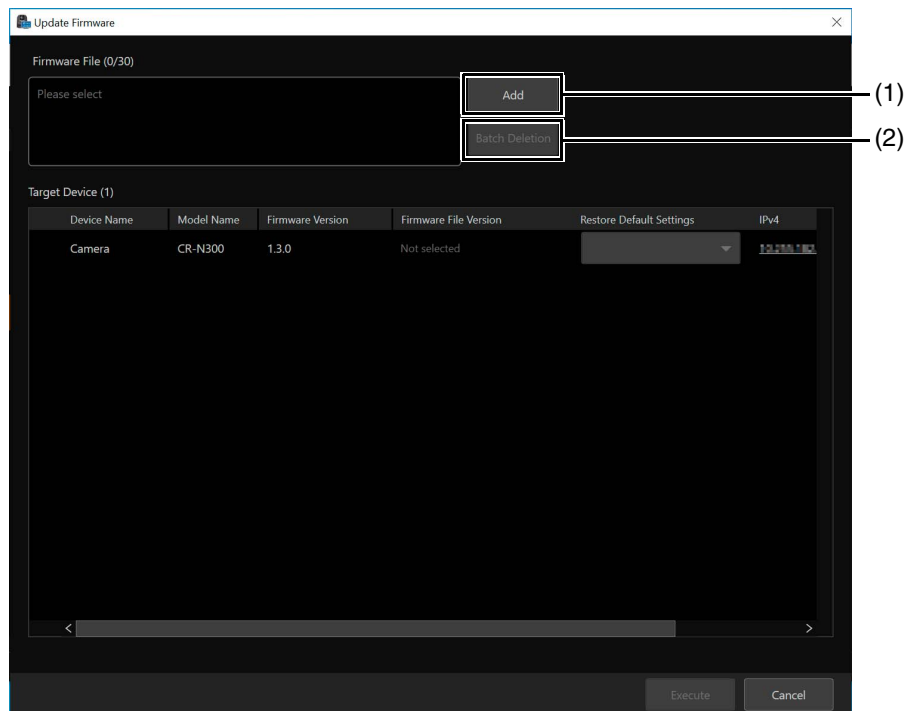
From this software, it is possible to update the firmware of one or multiple devices in one go. Firmware can be updated simultaneously for multiple models and firmware versions.

### Important

- If the firmware update is not completed normally in cases such as a power failure during the update, the device firmware may not boot properly. In that case, contact a Canon sales representative.
- The device is restarted and will be disconnected during the process.

- 1** Select the target devices from the device list.
- 2** Click [Maintenance] > [Update Firmware].  
The [Update Firmware] dialog appears.
- 3** Click [Firmware File] > [Add] and select the firmware file.

The selected firmware file version of each device is displayed in [Firmware File Version]. Firmware files for different models and versions can be selected at the same time.



- (1) [Add]**  
The firmware file selection screen is displayed. You can add a maximum of 30 items, in multiple batches. When you add a firmware file, if a firmware file with a version newer than the selected [Firmware File Version] is in the list, a confirmation dialog will appear asking whether to automatically replace the version with a newer version.
- (2) [Batch Deletion]**  
Deletes multiple firmware file at once.

**4** Select the firmware version to be installed (In [Firmware File Version] for each device).

If multiple firmware files are selected, select the version to be used from the pulldown list.

**5** Select [Restore Default Settings] > the desired option for each device.

[Restore]: After the update, user settings are reset to factory settings (with the exception of settings such as administrator accounts and network settings). For settings that are not initialized, refer to the device's User Manual.

[Do not restore]: The current settings are preserved.

**6** Click [Execute].

The confirmation dialog appears.

**7** Click [OK].

The settings are applied to the devices, and the devices are restarted. You can check the progress or interrupt the process in the status display area (P. 10).

## Backing up Settings

The device's settings information is loaded and saved as a backup file. You can also back up settings information of multiple devices in one go. Using a backup file allows you to restore previously saved settings or apply the same settings to other devices. For settings that are backed up, refer to the device's User Manual.

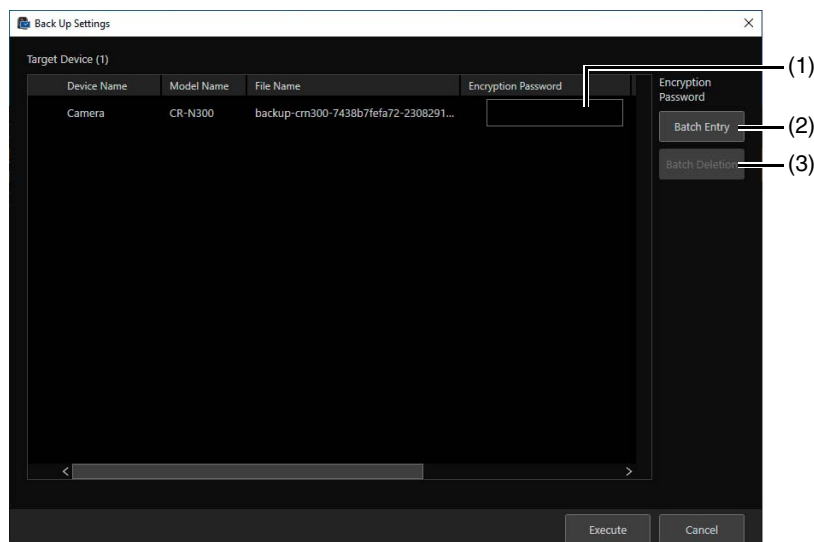
**1** Select the target device from the device list.

**2** Click [Maintenance] > [Back Up Settings].

The [Back Up Settings] dialog appears.

**3** Check the device to back up.

You can set an encryption password if required. Use at least two character types from letters, numbers and symbols for the encryption password. Input between 8 and 32 characters. This password is used to encrypt the backup data itself. When restoring setting from encrypted data, it is required to input the password set here.



(1) [Encryption Password]

Set an encryption password for each device.

(2) [Batch Entry]

Set a common encryption password for backup files.

(3) [Batch Deletion]

Deletes multiple encryption passwords in one go.

**4** Click [Execute].

The process starts once you specify the backup file saving destination. You can check the progress or interrupt the process in the status display area (P. 10).

## Restoring Settings

Restore settings saved in a backup file to a device. Useful when restoring a device's previously saved settings, or when transferring the same settings to another device. Settings can be restored only with files backed up on the same model. For details on the restored settings, refer to the device's User Manual.

### Important

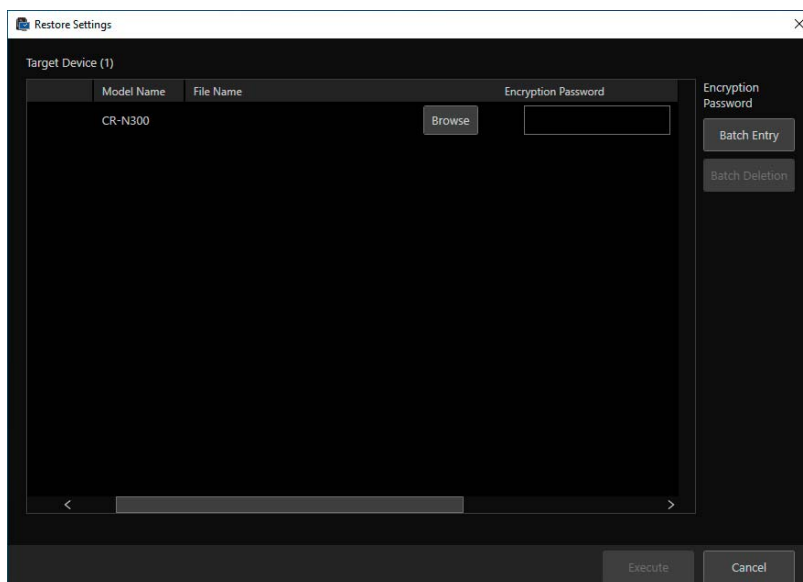
- The file from which the setting values can be restored is the file saved in [Back Up Settings] (P. 34) in this software, or the file saved in [Maintenance] > [Backup/Restore] in the device's Settings Page. Setting values cannot be restored from backup files that have been edited or altered.
- The device is restarted and will be disconnected during the process.
- Once the process is completed, you may not be able to connect to the device. In that case, delete the device from the software and then register it again.

**1** Select the target device from the device list.

**2** Click [Maintenance] > [Restore Settings].

The [Restore Settings] dialog appears.

**3** Click [Browse] and select the backup file used to restore settings.



**4** Input the encryption password if required.

If there is an encryption password set for the backup file, Refer to step 3 of “Backing up Settings” (P. 34).

**5** Click [Execute].

The confirmation dialog appears.

**6** Click [OK].

The process starts. You can check the progress or interrupt the process in the status display area (P. 10).

## Turning On Devices / Standby

---

Turn the power on, or switch to standby on multiple devices in one go.

- 1** Select the target devices from the device list.
- 2** Select [Maintenance] > [Camera Power] > desired option.  
[All On]: Turns the power on.  
[All Standby]: Switches to standby.
- 3** If [All Standby] is selected, click [OK] on the confirmation dialog.

The process starts. You can check the progress or interrupt the process in the status display area (P. 10).

## Rebooting Devices

---

Reboot multiple devices in one go.

- 1** Select the target devices from the device list.
- 2** Click [Maintenance] > [Reboot].  
The confirmation dialog appears.
- 3** Click [OK].

The process starts. The [Status] of devices being rebooted changes to [Not connectable] (P. 17). You can check the progress or interrupt the process in the status display area (P. 10).

## Initializing Devices

---

You can initialize multiple devices in one go (devices are restored to factory settings).

### Important

- Make sure to not turn off the power of devices being initialized. Turning off the power may result in the device not starting up normally.
- Once the process is started, devices cannot be interrupted.
- It is recommended to back up the current settings (P. 34) before initializing a device.

- 1** Select the target devices from the device list.
- 2** Select [Maintenance] > [Initialize] > the desired option.

If selected, a confirmation dialog appears.

[Retain Management Information]

Settings are reset to factory settings with the exception of settings such as administrator accounts and network settings. For settings that are not initialized, refer to the device's User Manual.

[Dispose of Management Information]

All settings are reset to factory settings, including administrator accounts and network settings.

The administrator account is also initialized, so the [Status] is [Admin Required]. Set the administrator account again (P. 26).

### Important

Once the process is completed, the [Status] may change to [Not connectable]. In that case, delete the device from the software and then register it again.

**3** Click [OK].

The process starts. The device is restarted automatically when initialization is complete. Once the device is restarted it will reflect the initialization settings selected on step 2. You can check the progress or interrupt the process in the status display area (P. 10).

## Device Pan/Tilt Initialization

---

Initialize pan/tilt settings (calibration) on multiple devices in one go. Used the pan/tilt position is misaligned.

**1** Select the target devices from the device list.

**2** Click [Maintenance] > [Pan/Tilt Initialization].

The confirmation dialog appears.

**3** Click [OK].

The process starts. You can check the progress or interrupt the process in the status display area (P. 10).

# Other Functions

## Checking the Log

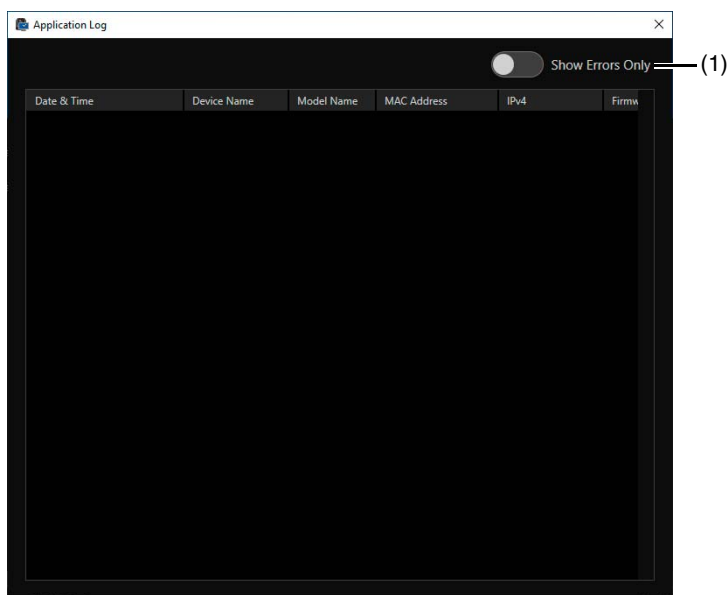
Display the log of this software or a device.

### ■ Displaying the Application Log

Display the software's application log. You can check the history of operations and execution results performed with this software, such as firmware updates, backing up/restoring settings and rebooting devices.

- 1 Click [Tools] > [Application Log].

The [Application Log] dialog appears.



- (1) [Show Errors Only]  
If set to [On], only error logs are displayed.

- 2 When you are done, click "x" to close the dialog.

The device list screen is displayed again.

### ■ Displaying the System Log / Error Log

Check a device's operation status log. You can download it and save it as a text file.

- 1 Select the target device from the device list.
- 2 Select [Maintenance] > [Log] > desired option.

[System Log]: Displays the system log.

[Error Log]: Displays the error log.

The selected dialog appears.

- 3 If required, click [Download].

The folder selection dialog appears.

**4** Select the saving destination folder to save the log file.

Click [Close] to return to the device list screen.

## Launching the Remote Camera Control Application

---

You can launch the Remote Camera Control Application from this software.

**1** Click [Tools] > [Launch Remote Camera Control Application].

The Remote Camera Control Application launches on a separate window.



### Note

Device registration information of the Remote Camera Control Application cannot be changed using this software.

## Menu List

The software's menu list is displayed as follows.

### Note

Some functions may not be supported depending on the model or firmware version.

### ■ File

Menu item	Function	Supported device category			Page
		PTZ camera	Video camera	Controller	
Import	Imports device list information, display information.	●	●	●	P. 21
Export	Exports device list information, display information.	●	●	●	P. 21
Exit	Exits this software.	●	●	●	—

### ■ Device List

Menu item	Function	Supported device category			Page
		PTZ camera	Video camera	Controller	
Update Device Information	Updates the information displayed in the device list.	●	●	●	—
Register Device	Auto Detection	●	●	●	P. 12
	Specify IPv4 Address	●	●	●	P. 13
Remove Device	Removes a device from the device list.	●	●	●	P. 22
User Authentication	Performs user authentication for the device.	●	●	●	P. 15
Edit Device Connectivity Information	Changes device connectivity information.	●	●	●	P. 22
Item Display Settings	Sets the items displayed on the device list.	●	●	●	P. 19

### ■ Device Settings

Menu item	Function	Supported device category			Page
		PTZ camera	Video camera	Controller	
Batch Setup	Administrator Account	●	—	●	P. 26
	Frame Frequency	●	—	—	P. 26
Device Name Settings	Changes a device's name.	●	—	●	P. 22
IPv4 Address Auto Settings	Assigns an IPv4 address withing the specified range in order.	●	—	●	P. 27



Menu item		Function	Supported device category			Page
			PTZ camera	Video camera	Controller	
Copy Current Settings Between Devices	Save Current Settings	Saves device setting values to a file.	●	—	—	P. 28
	Copy Current Settings	Copy (and overwrite) setting values of one device to another.	●	—	—	P. 29
Open Settings Page		Opens the remote camera's Settings Page.	●	—	—	P. 20

## ■ Group Management

Menu item		Function	Supported device category			Page
			PTZ camera	Video camera	Controller	
Add To Group	(Group Name)	Adds a device to the created group.	●	●	●	P. 25
Delete From Group		Deletes devices from a group.	●	●	●	P. 25
Edit Group		Performs creation and management of groups.	●	●	●	P. 24

## ■ Maintenance

Menu item		Function	Supported device category			Page
			PTZ camera	Video camera	Controller	
Camera Power	All On	Turns on cameras.	●	—	—	P. 36
	All Standby	Switches cameras to standby.	●	—	—	
Reboot		Reboots devices.	●	—	—	P. 36
Back Up Settings		Saves devices settings to a backup file.	●	—	●	P. 34
Restore Settings		Restores settings saved in a backup file to a device.	●	—	●	P. 35
Log	System Log	Displays the device's system log.	●	—	—	P. 38
	Error Log	Displays the device's error log.	●	—	—	
Initialize	Retain Management Information	Initializes devices. Resets user settings to factory settings, with the exception of administrator accounts, network settings, etc.	●	—	—	P. 36
	Dispose of Management Information	Initializes devices. All settings are reset to factory settings.	●	—	—	
Pan/Tilt Initialization		Initializes the device's pan/tilt settings.	●	—	—	P. 37
Update Firmware		Updates the firmware of devices.	●	—	●	P. 33

## ■ Tools

Menu item	Function	Supported device category			Page
		PTZ camera	Video camera	Controller	
Controller Settings	Manages cameras registered on the RC-IP1000 controller.	—	—	●	P. 30
Launch Remote Camera Control Application	Launches the Remote Camera Control Application	●	●	●	P. 39
Application Log	Displays the application log of this software.	●	●	●	P. 38

## ■ Help

Menu item	Function	Supported device category			Page
		PTZ camera	Video camera	Controller	
about Multi-Camera Management Application	Displays the version information of this software.	●	●	●	—

## Troubleshooting

Before contacting the retailer from where the product was purchased or a Canon sales representative, check the following items.

### Note

- For information on troubleshooting for the camera or controller, refer to each manual.
- Some features and settings are not supported depending on the device you are using.

Problem	Solution
Multi-Camera Management Application does not start	<ul style="list-style-type: none"> <li>• The Windows firewall may be enabled (P. 9).</li> <li>• If the software has been already started it cannot be started twice.</li> </ul>
Devices are not detected	<ul style="list-style-type: none"> <li>• Check the connection with the device, If properly connected, try turning off the device, then on again.</li> <li>• If a camera on the same network segment is not detected, click [Search] again.</li> <li>• Devices that are not on the same network segment are not detected. Add the device manually (P. 13).</li> <li>• Unsupported camera models are not detected.</li> </ul>
Cannot register device	Up to 200 devices can be registered. If the number of devices reaches 200, remove devices from the device list then register again (P. 22).
Camera video not displayed	<ul style="list-style-type: none"> <li>• Check the network communication status.</li> <li>• Check that the PC operating this software and the camera are correctly connected to the network.</li> <li>• In your security software, configure the exception settings for the camera or this software.</li> </ul>
Unable to access the remote camera's Settings Page	Check the camera's operating environment.
Authentication with the device failed	If you changed the device's administrator account information, it is required to authenticate again (P. 15).
The device is not displayed on the device list	If the registered device was removed from the device list, it will not appear on the list even if properly connected. Register the device again.

Problem	Solution
The menu is grayed out and cannot be selected	<ul style="list-style-type: none"> <li>• Set the device status to [Connectable].</li> <li>• Update the firmware of the device to the latest version.</li> <li>• Install the Remote Camera Control Application.</li> <li>• Some menus are grayed out depending on conditions such as the user authentication status or running functions.</li> <li>• You can select [Controller Settings] only when an authenticated controller is registered.</li> </ul>

## List of Messages

When messages appear, take the corresponding measures as described in the following table.

Message	Description
File path is longer than 256 characters.	The specified folder and file name exceed 256 characters. Modify the folder and file name length so that they do not exceed 256 characters.
The group name is duplicated.	Cannot set the same group name as that of an existing group. Set a different group name.
There are too many cameras assigned to the selected Camera Number.	Cannot assign because there number of cameras is too large. Reduce the number of cameras to be assigned, or set a lower camera number for the assignment destination (controller).
Could not connect to controller.	Check that the controller is powered on.
Failed to register some camera(s). <Camera number>	There are cameras that failed to be registered. Try registering again.
The IP address is invalid. The IPv4 address is invalid. The IPv4 address range is invalid.	Invalid values have been input for the IP address. Check the input values.
There are unconfirmed error log(s)	Check the error description from [Maintenance] > [Log] > [Error Log].
No file has been selected for the following device(s). <Model name> Ver. XXX	No firmware file has been selected for the displayed device. Select a firmware file.
The specified backup file is invalid or broken.	The backup file format is invalid or the backup file is corrupted. Select a backup file.
The specified backup file cannot be restored because it is incompatible with the specified camera.	The file was backed up with a different model. Select a backup file.
The specified backup file cannot be restored to the camera in the present firmware version.	The file was backed up using a newer firmware version. Select a backup file with the same or older version as the camera.
Illegal characters included.	Characters that cannot be used were included. The [Administrator Name] can contain alphanumeric characters and some symbols ("-" and "_").
Password is invalid.	Illegal characters included in the password. Only alphanumeric characters and symbols can be entered.
The IPv4 address range and your default gateway network address are different. Set the same network address.	The same subnet is not specified for [IPv4 Address Range] and [Default gateway address]. Please specify again so that they are within the same subnet.
The number of allocatable IPv4 addresses is XXX short.	Insufficient number of unused empty addresses in [IPv4 Address Range] for the number of selected devices. Select fewer devices or specify a wider [IPv4 Address Range].
The subnet mask must be a consecutive value.	The values input in [Subnet Mask] are not consecutive. Correct the input values.
<Model name> failed. <Device name>	Displayed when a process is completed, if there are any devices that did not complete the process successfully. Check the error description in the application log (P. 38) and execute the process again.
Maximum number of newly registered devices exceeded.	The number of devices selected for new registration exceeds the number of devices that can be registered. Select the devices again.
Contains an invalid file format. <File name>	The file is not a firmware update file. Select a firmware file.

Message	Description
Failed to load the file. <File name>	Displayed when a file that you do not have permission to access is specified or the file does not exist. Check the file.
Selected files exceed the maximum number of XXX.	You have exceeded the number of files that can be selected at once. Reduce the number of selected files to XXX or less and try again.
Controller operation is locked. Please set the controller unit Operation Mode to Full Control.	Operation from this software is restricted. Set [Operation Mode] to [Full Control] on the controller.

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